Office of Language Access (OLA)
Development of a Comprehensive Web Application for interpreters and translators

Overview

Use Case 1: Interpreters and translators needed a streamlined and efficient registration system to submit their personal and professional information for approval by the Office of Language Access.

Use Case 2: Administrative and director-level users required a robust system to review, approve, or reject interpreter an translator applications based on the submitted data and documents.

Business Context

Our customer sought a partner to develop a comprehensive web application to manage the registration and approval processes for interpreters and translators in Hawaii. The goal was to create a solution that could handle end-to-end user registration, facilitate approval workflows, and integrate email notifications for all stakeholders involved.

Solution

Softserve Global developed the "Office of Language Access (OLA)" application with the following features:

1. **End-to-End Development**: Oversaw the development of the entire application, from user registration to admin and director approval processes.
2. **Robust Registration System**: Implemented a system requiring interpreters and translators to fill in their personal and professional information.
3. **Approval Workflows**: Introduced a comprehensive approval process where admin and directors review and approve or reject applications based on the submitted data and documents.
4. **Email Integration**: Integrated email functionality to notify users, admin, and directors at different stages and outcomes of the registration process.

Tools and Technologies

- ASP.NET Core MVC, jQuery, External JavaScript libraries (choices.js, date range pickers).

Business Benefits

- Simplified the registration process for interpreters and translators, saving time and reducing administrative burden.
- Enhanced the efficiency of admin and director approval workflows, ensuring timely processing of applications.
- Allowed users to save and resume their application progress, providing greater flexibility and a better user experience.
- Integrated email notifications ensured clear and timely communication among users, admin, and directors throughout the registration and approval processes.
- Optimized the overall operation of the Office of Language Access by automating and streamlining the registration and approval workflows.

About Softserve Global

At Softserve Global, we offer Application Outsourcing Services, enabling our esteemed customers to garner higher and enhanced business value. Our approach is tuned towards ensuring greater operational superiority and strategic differentiation, thereby making our client's business a lot more competitive. We are at the cutting edge of key technology such as Cloud Computing, Application Modernization and Agility and are transforming our client's IT environments to leverage these next generation technologies, across their businesses.